

## ABOUT THIS PUBLICATION

The 2002 Kentucky General Assembly enacted legislation making it easier for Kentucky residential telephone customers to reduce unwanted calls from telemarketers.

This brochure answers some of the most common questions about Kentucky's telemarketing law, including:

- How do I get on the no-call list?
  - How does the list work?
  - Who can still call me?
- How do I file a complaint?

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## HOW TO REDUCE UNWANTED TELEMARKETING CALLS



**A Consumer's  
Guide to  
Kentucky's  
Telemarketing Law**

## **What is the Kentucky No Call list?**

It is a list of the residential telephone numbers of Kentuckians who want to reduce the number of unwanted telemarketing calls they receive. Any telemarketer who calls a Kentucky citizen whose home telephone number is on the list can be fined up to \$5,000.00 per violation, unless they fall within one of the exceptions in the law. The list is maintained by the Kentucky Attorney General's office.

## **How do I sign-up for the "No Call" list?**

You may sign-up online at [nocall.ky.gov](http://nocall.ky.gov), or by calling toll free 1-866-KYCALL0 (1-866-592-2550).

## **Do I have to sign-up on the "No Call" list more than once?**

No. Unless your home telephone number changes you will remain on the list unless you notify the Attorney General's office in writing that you want to be removed from the list.

## **Will I get any telemarketing calls if I'm on the "No Call" list?**

The law allows certain telemarketers to continue to call consumers on the "No Call" list. The exceptions include calls from:

- Telemarketers who have a prior or existing business relationship with you.
- Telemarketers who have received an express request from you to call.
- Telemarketers with whom you have an existing debt or contract.
- Telemarketers soliciting only donations for charities.

## **Is there any cost to get on the list?**

There is no charge for consumers to get on the list.

## **How long after I sign up do telemarketers have to stop calling me?**

The list is updated every three months, so it will take no longer than three months for your number to be placed on the list.

## **What is done with the information I provide for the list?**

The information provided is kept confidential and used only to compile the "No Call" list. The only information on the list is your home telephone number. Only your telephone number will be provided to telemarketers to prevent them from calling you. It is a crime for anyone to use your information for any reason other than preventing unwanted telemarketing calls.

## **How and when can I file a complaint?**

If you get a call from a telemarketer that is not within one of the exceptions, you can file an online complaint at [nocall.ky.gov](http://nocall.ky.gov), by calling the Attorney General's toll-free Telemarketing complaint hotline at 1-866-877-7867, or by mailing a written complaint form to the Office of the Attorney General at 1024 Capital Center Drive, Suite 200, Attn: No Call, Frankfort Kentucky 40601. You will need to provide at least one of the following:

- Name of the telemarketing company
- Telephone number of the telemarketing company

It also is helpful to provide the date and time of the call and any other identifying information (name, address) about the caller.

## **Is there anything else I can do to reduce calls from telemarketers?**

You can ask to be placed on the Telephone Preference Service's (TPS) do-not-call list. All members of the Direct Marketing Association (DMA) are required to use this list. Once you register, your name stays on file for 5 years. You may register (for free) by mailing your name, phone number and signature in a letter to:

DMA Telephone Preference Service  
Box 643  
Carmel, NY 10512

You can also register online (cost \$5.00) at [www.the-dma.org/cgi/offtelephonedave](http://www.the-dma.org/cgi/offtelephonedave).

## **Does a telemarketer have to stop calling me if I tell them I want no more calls?**

Yes. Federal rules require companies to place you on their own do-not-call list at your request. The companies are required to leave you on their list for at least 10 years. If the calls do not stop, you may file a written complaint with the Federal Communications Commission or file suit in federal court. For more information about federal laws governing telemarketing, visit the FCC Web site at [www.fcc.gov/cgb/consumerfacts/tcpa.html](http://www.fcc.gov/cgb/consumerfacts/tcpa.html)

## **Is there a national do-not-call list?**

Yes. If you sign up for Kentucky's do-not-call list, your phone number will automatically be included on the federal list, unless you choose not to have it included at the time you sign up for the Kentucky list. The federal list is administered by the Federal Trade Commission.